

Detroit Water and Sewerage Department

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Meeting Agenda - Final

Wednesday, December 5, 2018

1:30 PM

Customer Service Committee Meeting

5th Floor Board Room, Water Board Building

Customer Service Committee

A Quorum of the Board may be present

1. **CALL TO ORDER**
2. **ROLL CALL**
3. **APPROVAL OF AGENDA**
4. **APPROVAL OF MINUTES**

November 7, 2018

5. **PUBLIC PARTICIPATION**
6. **COMMUNICATIONS**
7. **UNFINISHED BUSINESS**

New Service Administrative Policy

8. **NEW BUSINESS**
 - A. **18-0277 Customer Service Metrics**

Sponsors: Gabon
Attachments: [Metrics-11.30](#)
 - B. **Customer Service Update**
 - C. **Planning Calendar (17-0127)**
 - D. **18-0278 Customer Service Staffing**

Sponsors: Gabon
Attachments: [CSC Calendar-Dec](#)

9. **OTHER MATTERS**
10. **NEXT MEETING**

January 2, 2019
11. **ADJOURNMENT**